



J. TYLER McCaULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

October 28, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – FAMILY
SOLUTIONS, SHADYBROOK AND LA HABRA GROUP HOMES**

We have completed a review of Shadybrook and La Habra Group Homes (Group Home or Agency) operated by Family Solutions, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Shadybrook and La Habra Group Homes are each six-bed facilities and provide services for children who exhibit behavioral, social, and emotional difficulties. Shadybrook Group Home provides care for boys ages 10-17 years, and La Habra Group Home provides care for girls ages 10-17 years. At the time of the monitoring visit, Shadybrook Group Home was providing services for four Los Angeles County DCFS children, and La Habra Group Home was providing services for two Los Angeles County DCFS children.

Shadybrook and La Habra Group Homes are located in Orange County.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues, and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection,

"To Enrich Lives Through Effective and Caring Service"

and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency, and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency has deficient areas that need to be addressed.

Shadybrook and La Habra Group Homes need to develop comprehensive Needs and Services Plans that include short and long term goals; include the treatment team and the child in the development and implementation of the Needs and Services Plans; provide children with the minimum required allowances; and encourage and assist children in maintaining life books/photo albums.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Mike Pirolo at (626) 293-1110.

JTM:MP:CC:asl

http://auditor.co.la.ca.us/group_home.asp

Attachments

c: David E. Janssen, Chief Administrative Officer
David Sanders, Ph.D., Director, DCFS
Paul Higa, Chief Probation Officer
John Peel, Executive Director, Family Solutions
Public Information Office
Audit Committee

**Family Solutions
Shadybrook Group Home
14311 Shadybrook Road
Tustin, California 92780
Phone: (714) 368-0223
License Number: 306001056
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

Shadybrook Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current; however, they are not comprehensive, and do not include measurable and achievable long and short-term goals. The NSPs are not developed or implemented by the treatment team, and do not include input from the child.

Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSPs.

Recommendations

1. Family Solutions Management:

- a. Create comprehensive NSPs that include measurable and achievable long and short term goals.**
- b. Ensure NSPs are developed and implemented by the treatment team, and include input from the child.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations

2. Family Solutions Management:

- a. Provide children with the required minimum base allowance.
- b. Assist and encourage children in creating and maintaining photo albums/life books.

**Family Solutions
La Habra Group Home
1271 Cobblestone Road
La Habra, California 90631
Phone: (562) 947-4535
License Number: 306000809
Rate Classification Level: 12**

I. Facility and Environment

Method of assessment – Observation

Comments:

La Habra Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean, and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly, and have age-appropriate personalized decorations. There is adequate furniture, lighting, and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current; however, they are not comprehensive, and do not include measurable and achievable long and short-term goals. The NSPs are not developed or implemented by the treatment team, and do not include input from the child.

Case files reflect adequate documentation to show that children are receiving treatment services as identified in their NSPs.

Recommendations

1. Family Solutions Management:

- a. Create comprehensive NSPs that include measurable and achievable long and short term goals.**
- b. Ensure NSPs are developed and implemented by the treatment team, and include input from the child.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs, and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help, and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendations

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides children with sufficient recreational activities, and leisure time. Children are given opportunities to participate in planning activities.

Children are allowed to participate in extra-curricular, enrichment, and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendations

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. Documentation confirms that children are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication, and are aware of their right to refuse medication.

Medication distribution logs are properly maintained.

Recommendations

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size for interviews: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home, and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff, and report that staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to have private visitors, to make and receive personal telephone calls, and to send and receive unopened correspondence and mail. Children are able to attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental, and psychiatric care.

Recommendations

There are no recommendations for this section.

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size for interviews: Two

Comments:

The Group Home provides appropriate clothing, items of necessity, and the required \$50 monthly clothing allowance to children. Children are given opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

Children are permitted to spend their allowances as they choose. However, the Group Home does not provide children with the required minimum base allowance.

The Group Home provides children with adequate personal care items.

Children are not encouraged or assisted in creating and maintaining photo albums/life books.

Recommendations

2. Family Solutions Management:

- a. Provide children with the required minimum base allowance.
- b. Assist and encourage children in creating and maintaining photo albums/life books.



Family Solutions, Inc.

Turning Disadvantaged Children into Advantaged Adults

September 14, 2005

County of Los Angeles
Department of Auditor Controller, Kenneth Hahn Hall of Administration
500 W. Temple Street, Room 515-A
Los Angeles, California 90012
Attn: Ms. Candace Rhue, Group Home Audit Supervisor

VIA FACSIMILE: 213-346-9020

Subject: Corrective Action Plans

Dear Ms. Rhue,

Attached please find Corrective Action Plan (CAP) per recommendations by Ms. Alex Sigal on July 18, 2005 regarding our Shadybrook and La Habra Group Homes.

1A. Create comprehensive NSP's that include measurable and achievable long and short-term goals.

This has been corrected and implemented as of July 22, 2005. This implementation is being monitored closely by Linda Zimbelman, MFT, Group Home Program Manager /Clinical Supervisor on a weekly basis during her Monday All Staff Program Meeting, her Weekly Group Supervision and Individual Supervision with her Clinical Case Managers. Linda will review client's clinical notes on a weekly basis (every Friday) to ensure that the NSP goals have been addressed and work as an ongoing basis and to ensure that goals are measurable and achievable by the clients. Linda will review client's case records on a bi-weekly basis to ensure ongoing of implementation. Furthermore, this Programs Director will review case records randomly to ensure the highest quality standard possible.

1B. Develop and implement NSP's with the input of the treatment team and the child.

This has been corrected and implemented as of July 22, 2005. However, on September 1, 2005 we were able to include a child in our treatment team meeting. Family Solutions residential services has been and will continue to implement NSP with the input of the treatment team and the child (client). Group Home Supervisors and the staff will ensure that the child will be available and present at the conference if at all possible. Clinical Case Managers will continue to work with clients to foster feedback and input from each client and to encourage them to work toward the achievement of goals. Linda Zimbelman, Group Home Program Manager/Clinical Supervisor will continue to monitor progress and to ensure that all parties will be involved in the child's planned goals as well as the child.

Corporate Office

203 North Golden Circle Drive • Suite 101 • Santa Ana, CA 92705
Phone: (714) 835-1333 • Fax: (714) 835-1335

L.A. County Office

6528 Greenleaf Ave. • Suite 211 • Whittier, CA 90601
Phone: (562) 696-5499 • Fax: (562) 696-6691

Inland Empire Office

6820 Indiana Ave • Suite 150 • Riverside, CA 92506
Phone: (951) 788-4370 • Fax: (951) 788-4369

familysi@aol.com • familysolutions.us

Accountability Respect Kindness Integrity Diversity Service

Corrective Action Plans
September 14, 2005
Page 2

The Programs Director will continue to meet with the Group Home Program Manager on a weekly basis for managerial and individual meetings to ensure that quality and implementation is achieved and followed through.

2A. Provide children with the required minimum base allowances.

This has been corrected and retroactive reimbursement as far back as November 2004. The reimbursement was corrected on August 8, 2005. The new and corrected allowance scale has been implemented as of August 15, 2005. (Please see attached). Group Home Supervisors will monitor and administer allowances on a weekly basis (Friday's). Our Accounts Manager, Catherine Livits, will ensure that the appropriate amount of allowance is distributed. Program Manager and Programs Director will continue to monitor and ensure implementation on a weekly basis – Monday Staff Meeting. Furthermore, Clinical Case Managers and the Program Manager will audit the client's Financial Record to ensure that allowance has been appropriately distributed and implemented.

2B. Assist and encourage children in creating and maintaining photo albums/life books.

This has been implemented as of August 1, 2005. (Please see attached). Group Home Supervisors and staff will encourage and assist clients with the maintenance of the Lifebooks and photo albums. Group Home Supervisors will work closely with Clinical Case Managers on the appropriateness of the contents and the quality of the Lifebooks and photo albums. The Program Manager will ensure that each new client placed in our program will start his or her Lifebook and photo album immediately.

The following is a list of employees that will ensure that Corrective Action remains implemented and is working as intended.

Dan Son, MSW
Programs Director
203 N. Golden Circle Drive, Suite 101
Santa Ana, CA 92705
714-835-1333 ext. 119 Fax: 714-835-1335

Linda Zimbelman, M.A., L.M.F.T.
Program Manager/Clinical Supervisor
203 N. Golden Circle Drive, Suite 101
Santa Ana, CA 92705
714-835-1333 ext. 105 Fax: 714-835-1335

Sujata Swaroop, M.A.
Clinical Case Manager
Shadybrook & La Habra Group Homes
714-835-1333 ext. 114 Fax: 714-835-1335

Derek Novida, M.A.
Clinical Case Manager
Santa Ana & West Covina Group Homes
714-835-1333 ext. 115 Fax: 714-835-1335

Catherine Livits
Accounts Manager
714-835-1333 ext. 109 Fax: 714-835-1335

Corrective Action Plans
September 14, 2005
Page 3

Kristin Dutwiler
Group Home Supervisor
Santa Ana Group Home
714-832-0032

Stanley Powell
Group Home Supervisor
Shadybrook Group Home
714-368-0223

Frances Allain
Group Home Supervisor
La Habra Group Home
562-947-4535

Nina Navarette
Group Home Supervisor
West Covina Group Home
626-919-5632

If you require any further assistance, please don't hesitate to contact me at (714) 835-1333 ext. 119.

Sincerely,



Dan Son, MSW
Programs Director

DS/pjm
Encl.